

MICHIGAN DEPARTMENT OF CIVIL SERVICE
JOB SPECIFICATION

CHILD SUPPORT MANAGER

JOB DESCRIPTION

Employees in this job direct the activities of professional child support specialists involved in activities designed to establish paternity, locate absent parents, and secure child support. The employee, under general supervision, works within general methods and procedures and exercises considerable independent judgment to adapt and apply the guidelines to specific situations as needed. The work requires knowledge of the policies, procedures, and regulations of child support work, knowledge of supervisory techniques, and knowledge of personnel policies and procedures.

There are two classifications in this job. The classification level is determined by the application of the Professional Managerial Position Evaluation System.

Position Code Title – Child Support Manager-2

Child Support Manager 13

The employee functions as a first-line professional manager of professional positions in a standard work area, a first-line professional manager of a professional position in a complex work area, a first-line professional manager of nonprofessional positions in a complex work area, a first-line manager of a professional position in a standard work area receiving executive direction, or a first-line professional manager of nonprofessional positions in a standard work area receiving executive direction.

Position Code Title – Child Support Manager-3

Child Support Manager 14

The employee functions as a first-line professional manager of professional positions in a complex work area, as a first-line professional manager of professional positions in a standard work area receiving executive direction, a second-line professional manager of professional positions in a standard work area, a first-line manager of a professional position in a complex work area receiving executive direction, or a first-line professional manager of nonprofessional positions in a complex work area receiving executive direction.

JOB DUTIES

NOTE: The job duties listed are typical examples of the work performed by positions in this job classification. Not all duties assigned to every position are included, nor is it expected that all positions will be assigned every duty.

Selects and assigns staff, ensuring equal employment opportunity in hiring and promotion.

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Coordinates activities by scheduling work assignments, setting priorities, and directing the work of subordinate employees.

Evaluates and verifies employee performance through the review of completed work assignments and work techniques.

Identifies staff development and training needs and ensures that training is obtained.

Ensures proper labor relations and conditions of employment are maintained.

Maintains records, prepares reports, and composes correspondence relative to the work.

Negotiates the Legal Support contract with the county Prosecuting Attorney and Friend of the Court offices and monitors the services provided under the contract to ensure adherence to the contractual agreement.

Represents the Office of Child Support through contacts with outside agencies such as county controllers, financial officers, county boards of commissioners, members of the judiciary, attorneys, social service boards, hospitals, school districts, etc.

Serves as a liaison with staff and management concerning procedures, review techniques, and problem areas.

Responds to inquiries and complaints from the general public, child support enforcement agencies outside state government, and others regarding child support processes and activities.

Meets regularly with Prosecuting Attorney and Friend of the Court staff to review and resolve case problems.

Reviews and evaluates cases for accuracy according to federal regulations.

Resolves rebate and other support distribution discrepancies.

Reviews, analyzes, and resolves complex cases.

Reviews proposed Office of Child Support policy, prepares and submits written recommendations for additions, deletions, and/or changes.

Participates in discussions regarding new and proposed legislation affecting child support.

Designs and conducts studies and projects in assigned district.

Reviews documentation and testifies in court proceedings and departmental administrative hearings concerning status or facts about cases.

Performs related work appropriate to the classification as assigned.

JOB QUALIFICATIONS

Knowledge, Skills, and Abilities

NOTE: Thorough knowledge is required at the 14-15 levels.

Knowledge of federal and departmental child support policies and financial assistance programs.

Knowledge of procedures and forms used to secure child support.

Knowledge of interviewing techniques and methods for obtaining and communicating information.

Knowledge of social services programs.

Knowledge of equal employment practices.

Knowledge of training and supervisory techniques.

Knowledge of employee policies and procedures.

Ability to instruct, direct, and evaluate employees.

Ability to negotiate contracts and other agreements.

Ability to coordinate and cooperate with other branches of government and political entities.

Ability to interpret laws, rules, and regulations.

Ability to conduct investigations.

Ability to maintain records, prepare reports, and conduct correspondence.

Ability to analyze and evaluate a variety of information.

Ability to effectively communicate with others, both verbally and in writing.

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Working Conditions

Employees may be required to travel.

Employees may be assigned responsibilities for a single county or multiple counties.

Some jobs require an employee to work in a hostile environment.

Some jobs require an employee to work in adversarial situations.

Physical Requirements

None.

Education

Possession of a bachelor's degree with a major in a human services area.

Experience

Child Support Manager 13

Two years of professional experience equivalent to a Child Support Specialist P11 in state service or one year of professional experience equivalent to a Child Support Specialist 12.

Child Support Manager 14

One year of professional experience equivalent to a Child Support Manager 13.

Special Requirements, Licenses, and Certifications

None.

JOB CODE, POSITION TITLES AND CODES, AND COMPENSATION INFORMATION

Job Code

CHISUPMGR

Job Code Description

Child Support Manager

Position Title

Child Support Manager-2

Child Support Manager-3

Position Code

CHSPMGR2

CHSPMGR3

Pay Schedule

NERE-140

NERE-143